

**REPLACEMENT ABSTRACT OF THE DISCLOSURE**

~~A method~~ Method and system ~~of~~ for providing a real-time counseling service using a network. ~~A user~~ User clicks on ~~a~~ the counseling link[[,]] when he ~~wishes~~ wish to use ~~an~~ interactive counseling service during he surfing shopping site or contents site on the Internet. ~~When~~ If the counseling link is clicked on, an identification code is generated, which represents at least one of the user-related information; the counseling link-related information such as the web page including the counseling link and the site address; and the user activity information. The identification code is transmitted to a counseling server, which selects a counselor and generates the basic counseling information to be sent to the counselor, based on the identification code. In addition, the counseling server provides ~~a~~ the counseling room in which the user and the counselor can engage in interactive counseling by using at least one of the means selected from the group consisting of text, picture, voice and picture board. The identification code includes at least one selected from the group consisting of the language information, the contents providing server's information, the category information and the counseling server's information. The counseling room provided for the counselor may include a help button. If the counselor selects the help button, the information regarding the counseling ~~is~~ would be transmitted to a professional counselor, who then and the professional counselor enters the counseling room.